BROADLAND HOUSING

business for neighbourhoods

Home User Guide

For Rented Accommodation

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Welcome

to Broadland Housing Association

This handbook contains everything you need to know to manage your home.

Your New Home

New homes should be run-in gently over the first 12 months. A modern building contains a variety of materials that will have absorbed water during construction. This will not be noticeable but it does need to evaporate slowly and be ventilated away.

Drying Out
As your home is lived in and heated, timber and other materials will shrink and the appearance of minor cracking or small areas of blistering of paint may occur, which is best to leave until the end of the 12 month defects period when these faults can be corrected.

To minimise cracking, try to keep a reasonably even temperature throughout your home, even in rooms which are not occupied.

Your home needs to be kept well ventilated to allow moisture to evaporate as the structure dries out. Leave windows or, at least, the trickle vents (slotted vents in the window frame) open for as long as you can each day but remembering to close all windows before leaving.

Any problem of this type encountered in the property within the first 12 months should be drawn to the attention of Broadland Housing at the time of the defects inspection or by phoning Customer Services should cracking be severe.

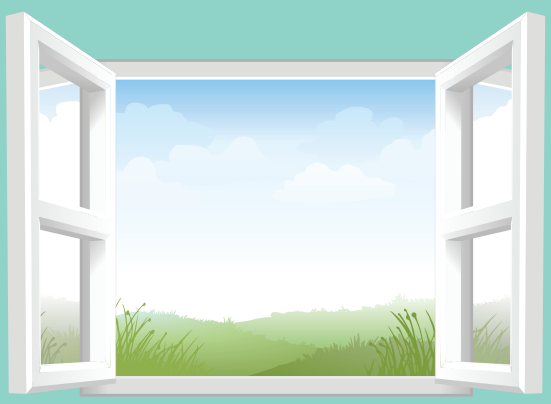
Condensation
Condensation occurs when warm moist air comes into contact with a cold surface. During the initial drying out period of a building, particularly the first 12 months, it is likely that the internal air will be more moist than usual and it is essential that good ventilation be maintained.

To reduce condensation to a minimum it is important to maintain a warm, but not over hot temperature and to keep all rooms ventilated. Particularly, great care should be taken to ensure that the room is well ventilated when carrying out operations involving a lot of steam and water vapour, such as cooking, bathing, washing and drying clothes. Under no circumstances should paraffin or 'Calor' gas heaters be used as these generate considerable moisture through combustion. Condensation should be mopped up regularly where it accumulates on window sills to prevent damage to plaster.

Mildew
Mildew growth finds suitable conditions on timber, plaster and particularly emulsion painted surfaces where there is dampness and lack of ventilation. Mildew is particularly likely to occur in small closed rooms, cupboards and in corners of larger rooms where the ventilation and air movement is poor. In most cases mildew can be quite simply wiped off the surface of the paintwork using a solution of warm water with a proprietary domestic cleaner. Normally no damage will occur to the surface through mildewing.

Efflorescence
This takes the form of a white chalk like appearance and can be characteristic on brickwork and plywood surfaces as a consequence of drying out.

This is caused by natural salts coming out of the wall materials and is quite normal. It is not harmful and usually disappears over time. If efflorescence occurs on internal walls it can be wiped or brushed away. If efflorescence persists internally, it could indicate a water leak, in which case you should contact Broadland Housing.



Utility Services

Please familiarise yourself with the services and equipment in your home as detailed on the following pages and detailed in the 'My Home' supplement.

Services Locations
Please refer to the 'My Home' supplement.

Location of Equipment
Please refer to the 'My Home' supplement.

External Services
If, when digging in your garden, you locate any services please report them to Broadland Housing immediately. It is most unlikely that you will come across any unless you are digging very deep (never dig deeper than 450mm (18") in your front or rear garden without prior consultation), which in any event should be avoided. It is quite normal for services to be located in your front garden, as these will be servicing your home.

GAS

Please contact your gas supplier to have the supplies put into your name as soon as you move in. Details can be found within the 'My Home' supplement.

Alternatively you can arrange your supply from a wide range of utility suppliers once you have received your first bill from your current supplier. Please make any arrangements direct with the relevant company.

If you suspect a gas leak:

- **Extinguish all naked flames.**
- **Turn off the gas at the meter.**
- **Open all doors and windows.**
- **Call National Grid on telephone 0800 111 999 (also inform Broadland Housing).**
- **Do not turn on any switches or electrical apparatus.**

In the event of any gas installation / equipment defect or a suspected gas leak you should report the matter in the usual manner to your gas supplier or make an emergency call to National Grid on 0800 111 999.

Utility Services

ELECTRIC

Please contact your electricity supplier to have the supplies put into your name as soon as you move in. Details can be found within the 'My Home' supplement.

Alternatively you can arrange your supply from a wide range of utility suppliers once you have received your first bill from your current supplier. Please make any arrangements direct with the relevant company.

The electricity consumer unit contains the mains on/off switch, which controls the supply to your home and a number of circuit breakers. Each of these protects a different circuit and will be labelled for your information. These circuit breakers are very sensitive, much more so than the fuses you may be familiar with.

RCD's (Residual Current Devices) have a test button located in the consumer unit and you should carry out a test every six months as detailed on the unit or user guide. Remember to reset electrical equipment with timers after testing.

Should the electricity circuit become overloaded; the breaker will 'trip'. This can be re-set manually by pushing the switch back to its original position.

NOTE: We receive many reports of faulty electrics or trip switches in new properties but these are usually due to faulty appliances. Your appliance may have worked perfectly at your old address but the new sensitive circuit breakers will detect any small fault that may not have been apparent under the old system.

If the circuit breaker trips more than once you will have to find out which appliance is causing the problem.

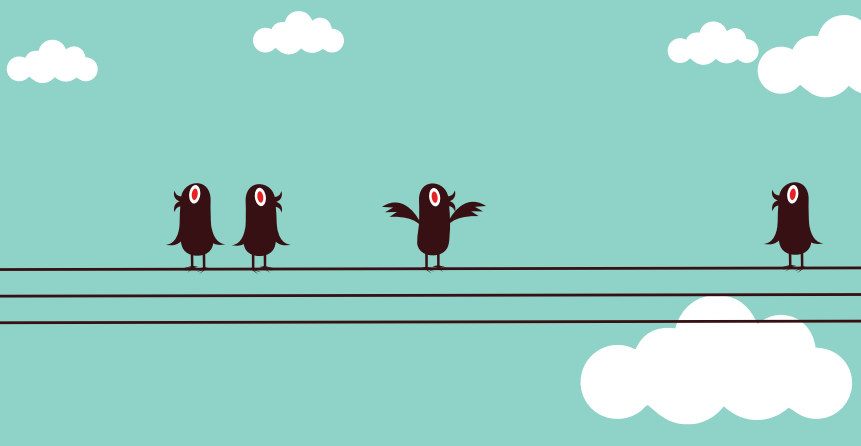
To find out which appliance is faulty:

1. Switch every appliance off
2. One by one - slowly turn appliances on until the system trips (If it is the washing machine, you may have to wait for it to complete a full cycle)

In general, try not to overload the circuits by having a large number of appliances on at the same time.

Electrical works can be extremely dangerous and only undertaken by a qualified electrician appointed by Broadland Housing. For your own safety please refrain from attempting any works to the electrical circuits in your home.

Broadland Housing will maintain all appliances, which have been installed by them.



WATER

Please contact your water supplier to have the supplies put into your name as soon as you move in. Details can be found within the 'My Home' supplement.

The internal stopcock should be turned off and on again every 6 months to prevent seizure.

If you think your pipes are frozen, do not turn on the hot water taps, as this will empty the hot water cylinder.

Where pipes run under the floor they are normally identified with a marker or pencil line. Care should be taken when fitting carpets not to damage concealed pipes.

As well as being irritating, dripping taps can stain sanitary ware; they should be attended to as soon as possible.

Do not allow water to overflow from storage tanks or cisterns. In time it may damage the fabric of the building. If water is seen running from any of the overflow pipes **IMMEDIATELY** investigate. In the case of the WC cistern it may simply require adjustment of the ballcock. Report any persistent overflow to Broadland Housing who will arrange for a plumber to attend.

In your new home you will be charged for the consumption of water as recorded by your water meter.

Useful websites

www.anglianwater.co.uk
www.water.org.uk

Saving Energy

There are many things you can do to save energy that cost nothing. These are often called 'behavioural' methods because they involve us changing behaviour. This is not always as easy as it sounds, because we tend to do 'bad' things – like switching off the television with the remote control – almost without thinking about it. We need to 'think' about what we do and make a conscious effort to change, so that it becomes a habit. The following are just a few things we can do:

- When making a cup of tea, boil only the amount of water you need – don't automatically fill the kettle.
- Don't leave appliances on when there's no-one in the room.
- Don't have windows open when the heating is on; if you want to air a room turn the heating off for half an hour or so.
- Turn the television off at the set, not with the remote control ('standby') – it is still using electricity when on standby.
- Defrost your fridge and freezer at least every three months, unless you have a frost-free model.
- Hang heavy lined curtains in winter – they help stop draughts and will keep warmth in the room.

Energy Saving Tips
As you may know the suppliers of electricity and gas are now de-regulated and are able to offer a range of services.

You may now purchase your electricity or gas from a variety of suppliers. Many of these suppliers offer you the chance to buy more than one service.

TIP = Compare costs of utilities for a variety of suppliers.

Further advice can be obtained from The Energy Savings Trust good practice guidance.
www.energysavingtrust.org.uk or freephone customer advice line 0800 512 012.

Low-Energy Lighting
Most of us are now familiar with low-energy lamps. These are often 'stick' shaped, which has made them unpopular with some people. However, they now come in all shapes and sizes, including candle shaped and ones that look more like a traditional 'globe'. These lamps have two major benefits, they last a lot longer than the old-fashioned 'GLS' lamps and they are considerably cheaper to run. For example, an 18W or 20W low-energy lamp will give the same level of light as a 100 watt GLS lamp.

Some people say a low-energy lamp is not as bright as a GLS lamp. This is often because the low energy lamp takes a minute or so to come to its full brightness – it can be quite dim when it is first switched on. In fact it gives off just as much light, measured in 'candelas' as the equivalent GLS.

Energy Efficient White Goods
The EU Energy Label is a compulsory notice that is applied to all white goods and home appliances sold within the EU. It allows consumers to clearly see the efficiency and energy consumption of a product.

The system used by the EU Energy Label runs from A to G and primarily shows energy efficiency. Other details shown by the scheme including various performance related ratings (also scaled A to G).

Since its introduction in 1995, the EU Energy Label has become a widely recognised and respected guide for manufacturers and consumers alike.

When purchasing white goods it is recommended you consider the energy efficiency rating, which should clearly be stated on the Eco Label, attached to the product. Wherever possible you should purchase appliances that have an A rating, as these are the most efficient and environmentally friendly. This label also details such information as energy and water consumption, noise output and appliance performance.

The purpose of these labels is to allow consumers to easily compare the performance of appliances.

Energy consumption and running costs show how much electricity is used under standard conditions measured in KWh/year 'kilowatt hours' for refrigeration appliances or KWh/cycle for washing machines and other appliances.

Water consumption, capacity and other information is provided to help you choose the best appliance for your own needs.

Energy Performance Certificates
Energy Performance Certificates (EPCs) for new homes are required under the Energy Performance of Buildings (Certificates and Inspections) (England and Wales) Regulations 2007.

The certificate records how energy efficient a property is as a building and provides A-G ratings. These are similar to the labels now provided with domestic appliances such as refrigerators and washing machines.

They are produced using standard methods and assumptions about energy usage so that the energy efficiency of one building can easily be compared with another building of the same type. This allows prospective buyers, tenants, owners, occupiers and purchasers to see information on the energy efficiency and carbon emissions from their building so they can consider energy efficiency and fuel costs as part of their investment.

The certificate is important because nearly 50 per cent of the UK's energy consumption and carbon emissions arise from the way our buildings are lit, heated and used. Even comparatively minor changes in energy performance and the way we use each building will have a significant effect in reducing energy consumption.

The certificate for your property is included in the 'User Guides, Instructions and Certificates' section.

Saving Energy

Code for Sustainable Homes
Code homes are built to the standards set in the Code for Sustainable Homes (the Code). They are more energy and water efficient, produce fewer carbon emissions and are better for the environment.

Code homes also encourage their owners to live a more sustainable lifestyle and are built in a more efficient way, using materials from sustainable sources. This creates less waste and also means Code homes have lower running costs.

There are nine categories in the Code covering energy, water, the materials used in the home through to health and wellbeing and pollution with points assigned to each category.

When a builder chooses to incorporate a specific feature they are awarded points, which when added together, form the basis of a hotel-style star rating system.

The Code sets minimum standards for energy and water use at each level. The rating a home receives depends on how it measures up in nine categories:
1. Energy and CO2 Emissions
2. Pollution
3. Water
4. Health and Wellbeing
5. Materials
6. Management
7. Surface Water Run-off
8. Ecology
9. Waste

Useful website www.communities.gov.uk and use the search facility.

Facilities Provided

Heating and Hot Water
Broadland Housing will service and maintain heating appliances installed by them with a copy of any required testing certificates being made available to you in the 'User Guides, Instructions and Certificates' section. It is your responsibility to ensure that any gas and/or other appliance supplied by you is regularly maintained and tested by a competent person.

Do not allow anything to obstruct the boiler flue.

Broadland Housing in accordance with The Gas Safety (Installation & Use) Regulations will service boilers each year.

Look out for signs of corrosion or leakage from any part of the system. This may be the first indication that it is in need of repair and Broadland Housing should be advised.

For further information on the operation and maintenance of your gas boiler please refer to the product literature found in the 'User Guides, Instructions and Certificates' section.

Thermostatic radiator temperature valves control the radiators.

Extractor Fans
Extractor fans have been fitted in the kitchen and bathroom; these are operated, by either a pull cord or switch.

Renewable Energy (if applicable)
Solar Panels (Heating) or Photovoltaic PV (Electricity) Solar Thermal Panels or PV (Photovoltaic) for electric generation and associated controls have been fitted by a qualified installer and should therefore not be tampered with in any way.

Air Source Heat Pumps
Air source heat pumps absorb heat from the outside air. This heat can then be used to warm water for radiators or underfloor heating systems, or to warm the air in your home.

Ground Source Heat Pumps
Ground source heat pumps use pipes buried in the garden to extract heat from the ground. This is usually used to warm water for radiators or underfloor heating systems. It can also be used to pre-heat water before it goes into a more conventional boiler.

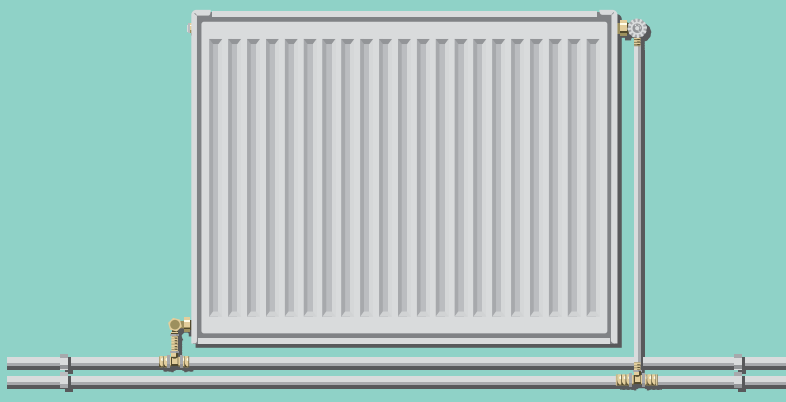
Any maintenance or repair to the renewable energy sources should be reported to Broadland Housing in the usual manner. Instructions for use are included in the 'User Guides, Instructions and Certificates' section.

Smoke Detectors
The smoke detector alarm is wired directly into the main supply and by-passes the RCB system thereby ensuring that should any circuit breaker switch off due to overload or fault, the smoke alarms remain fully operational. Smoke detectors are fitted with back-up batteries, which should be tested regularly and replaced annually.

Check the operation of smoke detectors using the test button as detailed in the service guide.

Remove dust regularly from smoke detectors by using vacuum attachments.

Cooker Connection
A qualified installer should carry out the installation of cookers.



Facilities Provided

Washing Machines
The property is plumbed for an automatic washing machine. Please ensure the waste pipe is not capped prior to connection and that any unused pipes are sealed. Flexible hoses may be connected in accordance with the manufacturer's instructions. Please ensure that the hoses are in good condition and that the connecting rings and washers are watertight after connection. The waste hose should be clipped or wired to the connecting pipe. Washing machines should not be connected to sink or basin taps.

Once your machine is installed, you must observe the following points:

- If the machine waste pipe is not connected to a proper trap, any appliance into which it discharges must be capable of handling the waste water without risk of overflowing. The machine pipe must be secured to prevent displacement under vibration.
- Inspect the machine hoses and connectors frequently, for deterioration. It is advisable to turn off supply valves when away from the property for a length of time.
- You will be held responsible for any damage caused to your home or a neighbouring property by flooding from your machine. (This is one of the many reasons why you should maintain a comprehensive insurance policy.)
- Remember that the combination of electricity and water can spell danger so observe the usual precautions with regard to electric plugs and leads.
- If you use a tumble dryer indoors you must use a ventilating hose or duct discharging out of a window. Failure to do so causes serious condensation damage to the property for which you will be held responsible.

Television
A television point has been supplied with a cable to the roof space. It is your responsibility to arrange for an aerial to be fitted in the roof space.

If within a communal block then a communal aerial system has been installed and will be maintained by Broadland Housing.

Telephone
Sockets have been provided. You are responsible for their connection and resulting charges.

Storage
Residents are advised not to use the roof space for storage because of the possibility of damage to belongings from condensation and the risk of personal injury and damage as the loft is not boarded.

Due to the way the houses are insulated, the roof space is very cold in winter. Although it is ventilated, the ventilation may not be sufficient to deal with the amount of warm moist air, which gets in when the hatch is opened, and condensation may result.

The roof space is also not designed to carry loads and storage should be restricted to light loads only (such as empty suitcases).

Glazing
Replacement of broken glass is your responsibility and you are strongly recommended that a competent firm carry out re-glazing, as your home will probably have been glazed originally with an energy efficient glazing system. Broadland Housing will recommend suitable firms if you have difficulty in locating one.

Walls
Before fixing anything to the wall or floor, check for the location of pipes and cables.

The following special wall fixings are recommended, these are available from DIY stores, refer to the 'My Home' supplement for wall types within your home: -

Internal Walls
Plasterboard into the batten – Use British Gypsum Drywall Timber Screw
Plasterboard into the cavity behind the plasterboard – Use Rawl Interset M6 x 52
Through the plasterboard only – Use Rawl Metal Self-Drive with Rawl Uno Plug

Separating Walls
Through the plasterboard – use Rawl Spring Toggle
Through double layer plasterboard – use Rawl Uno Plug

Small or light items may be hung from picture hooks.

Decoration
You are responsible for the internal decoration of your home. Decoration work must be carried out in a safe and workmanlike manner using, if necessary, a competent tradesperson and taking the precautions detailed on the decorating material containers and packaging.

Interior walls are dry lined plasterboard and are emulsion painted.

Clean down the walls with a damp cloth regularly and after the defects period redecorate periodically to maintain an acceptable and satisfactory finish.

Carpet Fitting
Some rooms may require floor finishes. Please note that Broadland Housing's contractor will not shorten any doors that catch on new carpets, this must be arranged with your carpet fitter.

It is advisable to use double-sided carpet tape rather than an adhesive when fitting foam-backed carpets.

The floor construction does contain pipework therefore hole drilling is not recommended without prior consultation.

Facilities Provided

Privacy Handles
Privacy handles have been fitted to the bathroom door. In the event of a child accidentally locking the door or any other emergency, the door lock can be released from the outer side by inserting a screwdriver or small coin into the slot beneath the handle and rotating the lock mechanism.

Ironmongery
Annually - Lightly oil internal and external door handle mechanisms, particularly those with a three point locking system.

Lightly oil window hinges.

Every 6 months – lightly oil door hinges. Lightly wipe clean and lightly grease high performance door hinges and lock cylinders.

Landscaping
The front and rear gardens have been paved and planted where applicable.

Do not worry if paths or paving develop minor cracks as the ground slowly settles in during the first two or three years, but such faults should be reported to Broadland Housing.

During the first four to six weeks after completion it is very important to:

1. Make sure your lawn is never short of water. Water in dry weather early in the morning and late in the afternoon with a fine sprinkler.
2. Keep people and machinery off.
3. When all lawn areas are between 75mm and 100mm high, cut grass with a sharp mower blade set in a position to leave the cut grass 50mm in height and collect grass cuttings.
4. If gaps appear in turfed lawns due to lack of water mix soil, sand and peat and put into gaps.
5. After 3 to 5 cuts the height of cut may be lowered to a suggested cutting height of 25mm to 35mm.
6. After 12 months apply a good quality feed and weed to lawn areas during spring and autumn.

Housekeeping and Money Saving Tips

The following tips will reduce your energy use, CO2 and also running costs.

- Set the room thermostat on your central heating no higher than 17ºC (65ºF).
- Use the time switch/programmer to reduce the time the boiler is in use to a minimum.
- Turn down thermostats to the lowest comfortable setting. Vary the settings for the time of year and for what you are doing. In the autumn and spring you can save by using heating only when really necessary. When you are working about your home you will not need the same temperatures as when you are sitting still. But be careful, older people and young children need more heat.
- It takes a long time for a cold building structure to warm up so it is better to have a small amount of heat for a long period than a lot of heat for a short period.
- Programme the central heating to come on about 30 minutes before you want the house warm and turn it off about 30 minutes before bed. The exact times will vary from house to house and depend upon weather conditions.
- Gas boilers will normally heat the hot water supply more cheaply than an immersion heater if it is using full price electricity.
- Don't constantly heat unused rooms. No harm will be done providing the temperature does not fall below about 10ºC (50ºF). You must air and heat the unused rooms occasionally to prevent them becoming damp. Keep doors to unheated rooms closed.
- Heavy or lined curtains drawn across windows are effective insulation. The sooner you draw the curtains the more heat you will save.
- Turning down the central heating thermostat by one degree Celsius can save up to 10 per cent of heating costs.
- Do not put furniture in front of radiators or heaters. It will prevent maximum circulation of heat.
- If you have a water storage cylinder this will be well insulated and the water will remain hot for long periods. Try heating the water for a short period in the morning and evening.
- Turn down the hot water cylinder thermostat, but not below 60°C (150F). If hot water is not provided by the heating boiler, switch on the immersion heater as and when hot water is required. Use an economy tariff.
- Always turn off lights when you leave a room and adjust your curtains or blinds to let in as much light as possible during the day.
- Low-energy lighting – most of us are now familiar with low-energy lamps. These lamps have two major benefits, they last a lot longer than the old-fashioned 'GLS' lamps and they are considerably cheaper to run.
- To cut down on wasted energy, avoid leaving appliances on standby and remember not to leave them on charge unnecessarily. But check the operation manual to make sure this won't reset the appliances memory.
- Taps – in just one day, a dripping hot tap can waste energy and enough water to fill a bath. Make sure they're off. Report dripping taps or leaks early to prevent water wastage.
- Low flow taps and showers heads may have been fitted within your home, this is a simple way to increase water conservation and save you money.
- Use a waterbutt to store water for watering the garden. You may find discounted waterbutts from your water supplier.
- Showers – an ordinary shower uses only two-fifths of the water needed for a bath.
- Washing machines: wait until you have a full load before using the washing machine and remember you rarely require the hottest wash.

Housekeeping and Money Saving Tips

Fridges
Don't leave the door open longer than necessary, as cold air will escape. Avoid putting hot or warm food straight into the fridge; allow it to cool down first. Defrost your fridge regularly to keep it running efficiently and cheaply. If it tends to frost up quickly, check the door seal. And if you absolutely have to site your fridge next to the cooker or boiler, leave a good gap between them.

Dishwashers
Try and use the low temperature programme, and ensure you wash a full load.

Pots and pans
Choose the right size pan for the food and cooker (the base should just cover the cooking ring) and keep lids on when cooking. With gas, the flames only need to heat the bottom of the pan. If they lick up the side then you're wasting heat. And don't use more water than you need because it doesn't only waste energy, but it spoils the food.

Kettles
Only heat the amount of water you really need and if you're using an electric kettle, make sure you cover the elements. Jug-type kettles need less water, as they have smaller elements.

Cleaning Advice

The following list gives the method of cleaning recommended for the majority of the building materials and equipment. Frequency of cleaning varies with atmospheric pollution, position and usage, and the importance of appearance. To keep all materials at their best a regular and appropriate cleaning schedule should be adopted. It should be remembered that no material is entirely maintenance free.

Floors
Non-slip vinyl flooring has been laid in the kitchen and bathroom.

Regular maintenance will protect the appearance and durability of the floor.

It is recommended that vinyl flooring be maintained by wet mopping or machine scrubbing using a flooring detergent according to the manufacturers directions.

The floor should then be rinsed thoroughly with clean water and allowed to dry.

Polish or other surface treatments should not be applied.

Ceilings
Artex or skimmed finish and should be redecorated periodically to maintain a satisfactory finish.

Windows
Exercise care when cleaning windows – windows can be cleaned from inside (Do not use ladders externally to gain access for cleaning windows).

Do not use an abrasive cleaner on the glass or the frame as this not only damages the surface, but may also destroy the glazing seals.

Wash down windows and frames with warm water and mild detergent at least every 6 months.

Condensation should be dried up immediately to avoid mould growth. If mould growth occurs, wipe with suitable domestic cleaner.

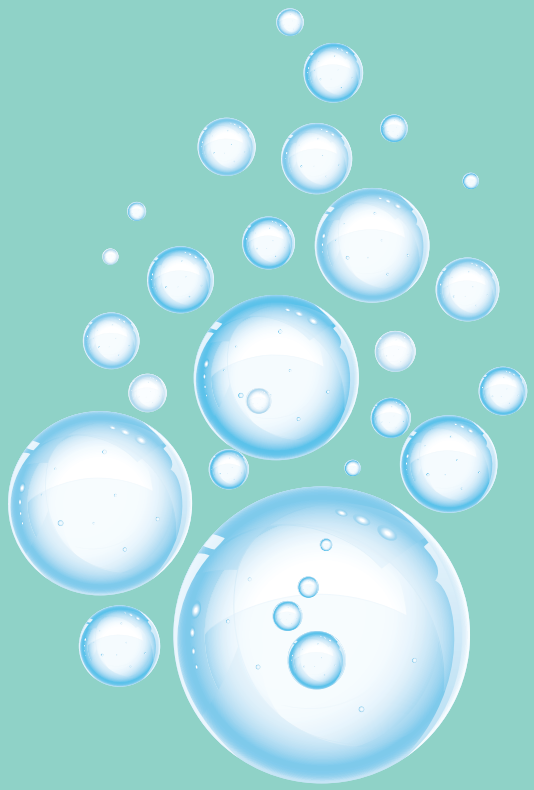
Bathroom
The make and range of sanitary ware installed is detailed in the ‘My Home’ supplement.

The taps should be cleaned with a damp cloth or washing-up liquid on stains.

Chemical scouring powders and bleach should not be used on sanitary fittings under any circumstances.

Please note that if disposable nappies or sanitary items and excess toilet tissue are flushed down the toilet the drain will block. Please be aware that the cost of clearing WCs blocked by this type of waste will be your responsibility.

Cleaning Advice



Kitchens
The kitchen range and colour fitted within your property is detailed in the 'My Home' supplement.

Apply a little light oil annually to hinges and drawer runners.

All doors are fitted with adjustable hinges and with continual use of the doors, movement will occur which will require hinges to be adjusted back to their original operating position.

It is advisable to load shelves evenly and not to overload the unit, particularly against the back of the units.

Please do not put cooking oil or fat down the kitchen sink, as this will cause it to block.

Carcass, Back Panels and Drawer Boxes
Do not polish carcass laminate or use bleaches, scouring powders, multi-surface cleaners or abrasive pads. A damp cloth with soapy water will clean off most spills. Concentrated juices, corrosive liquids and food colourants must be wiped off immediately.

Foil and Laminated Doors
Use a soft damp cloth with soapy water to clean off spills. Corrosive liquids, food colourants and concentrated juices must be wiped off immediately.

Wall Units
Do not position any appliance, which creates large amounts of heat or steam underneath a wall unit, e.g. kettles. Excessive heat or moisture can damage unit carcass and doors.

Worktops
Although very hard wearing, a chopping board should be used at all times to prevent scratching by sharp knives. Do not place hot pans or utensils directly on to the worktop – always place on a mat.

When cleaning, a damp cloth will clean off most spills; do not use bleach, abrasive pads or scouring powder. Corrosive liquids, food colourants and concentrated juices should be wiped off immediately. All exposed worktop edges are sealed with a waterproof sealant to prevent moisture ingress. Spills should be mopped up immediately.

Timber Doors / Timber Handles and Trims
Timber is a natural product and as such is liable to colour changes and figure variation. When exposed to natural light, timber, especially lighter coloured varieties will mellow and develop subtle variations. All of your doors are sealed with a protective lacquer and should be cleaned with a damp cloth or polished when required with a quality furniture polish, solvents should not be used.

Recycling and Waste

The local authority will be responsible for your refuse collection.

Two bins have been provided, one for general waste, and a further bin is provided for recyclable waste.

Dustbins/wheelie bins/plastic refuse sacks etc are provided by the local authority and it is your responsibility to ensure that the bins are available for emptying in the prescribed manner. Some of Broadland Housing schemes have larger communal bins and you are requested to ensure that these are kept tidy at all times, to prevent nuisance arising and to avoid attracting pests and vermin. Large items of rubbish such as old furniture, mattresses, etc can be disposed of by arrangement with your local authority cleansing department and must not be disposed of with general/recyclable waste.

For further information regarding your refuse collection, please contact your local authority.

Recycling
It is very important to try and recycle as much of your household waste as possible; the following statements show how much energy can be saved by recycling:

- 1 recycled tin would save enough energy to power a television for 3 hours
- 1 recycled glass bottle would save enough energy to power a 60 watt light bulb for 3 hours
- 70% less energy is required to recycle paper compared with making it from raw materials.

Refer to the 'My Home' supplement for further contact details for local household and DIY waste recycling centres.

Sustainable DIY
Every year in the UK billions of pounds are spent on timber, paints, varnishes and other materials for home DIY projects. By re-using materials, buying certified sustainable wood and greener paints, and selecting your projects carefully, you can make a real difference to the effect you have on the environment.

Using Greener Materials
The materials and finishes you choose for your DIY jobs can have an impact on the environment. Friendly materials do not necessarily cost more and many are widely available:

- Use reclaimed wood – this saves energy and resources
- Buy certified wood – it is estimated that at least a quarter of the timber arriving in to the UK has been produced illegally
- Sustainable timber, and other sustainable wood products, can be found by looking for labels from the Forest Stewardship Council (FSC – www.fsc-uk.org), the Programme for the Endorsement of Forest Certification schemes (PEFC) or other forest certification schemes.

Recycling and Waste

Paints, Finishes and Preservatives
Most paints contain volatile organic compounds (VOCs), which can be harmful to humans, wildlife, plants and even building materials. When you are choosing a paint, finish or preservative, try to find the one with the lowest impact possible for the job you are doing.

- Many paints have a label showing VOC content – choose the lowest VOC product you can.
- Check to see if there is a hazard warning on the label. If you have the choice, choose a product without a hazard warning.
- 'Natural' or 'all natural' paints, milk paints and white washes can have a lower impact than ordinary paint.
- Try not to buy more paint than you need – a lot of paint that people buy is never used.
- Look for the European Ecolabel for indoor paints which indicates they contain no lead, mercury or other heavy metals and are manufactured with reduced solvent emissions and waste by-products.

Disposing of Paints, Finishes and Preservatives
Paints, finishes and preservatives need to be disposed of properly, as they can be toxic. This is particularly important if they display an orange hazard label.

- Always read the label.
- Do not pour paint or other chemicals down the drain.
- If paints are poured into drains or disposed of in normal household waste then hazardous chemicals can get into the environment – contact your local authority for guidance on disposal.
- You can usually take paint to your local civic amenity site or some councils will collect it.

Home Security

Useful Tips on Keeping Your Home Secure

The following tips from the police will help you keep your home more secure.

- Whenever you leave your home – even to visit a neighbour for a short time – make sure that all doors and windows are securely locked. Most thefts and burglaries are opportunist.
- Do not leave a window – even an upper story window open for the cat. If a cat can get through a window, a burglar probably can as well.
- Do not leave ladders, steps etc visible in the garden. Keep them locked in a shed.
- Try at all times to make the house look as if it were occupied.
- Leave a low energy light on in the evening or use an automatic time switch.
- Remember to cancel papers, milk and other regular deliveries before going on holiday.
- Arrange for a neighbour or friend to cut your grass and generally keep an eye on the home while you are away.
- Never leave valuable and easy transportable items like video/dvd units where they can be seen by looking through a window. The temptation may prove too much for a passing burglar.
- Hide small valuable items like jewellery or even better take them to your bank before going on holiday.
- Walk round your home, imagining that you are a burglar and look for weak points where a burglar could gain entry. Your windows and doors will have been fitted with security locks, please make entry more difficult by using them.
- A security chain fitted to the front door will prevent forced entry.
- Make your back garden private and secure. Lock rear entry gates.
- Keep front hedges and fences no more than waist high, so that neighbours can see your front and, where applicable, side doors.
- Make sure that the contents of your home are adequately insured against fire and theft and that any terms about declaring valuable items etc. are complied with.
- Photograph valuable items and use one of the recommended marking methods available so that your goods can be traced if stolen.
- In the event of criminal damage, Broadland Housing can put in an insurance claim to its insurance company if a crime number is obtained from the police. If no crime number is obtained the tenant is responsible.

Useful website www.homeoffice.gov.uk and search 'secure your home'

Fire Safety in the Home

Useful Tips on Fire Safety in your home

- Fit smoke alarms on each level in your home on the ceiling and in hallways and landings
- Keep them free from dust and test them once a week

Danger points to consider:

- Is your upholstered furniture fire-resistant? If it was made before 1988, it won't be, meaning it can catch light easily and will produce clouds of poisonous smoke
- Take extra care in the kitchen (especially when cooking with hot oil)
- Keep your cooker clear of flammable objects, such as cloths, oven gloves and the curtains
- Never leave young children alone in the kitchen
- Make sure your toaster is cleaned out from time to time (as bread caught inside can catch fire) and that it's located away from your curtains
- Never leave lit candles in rooms that nobody is in, or where children are on their own
- Make sure candles are in secure holders on a surface that doesn't burn and are away from any materials that could burn

Keep exits clear

- Make it a habit to keep the exits from your home clear, so that people can escape if there's a fire. Ensure communal corridors and stairways are kept free of obstructions and clear of any obstacles – plants, bikes, pushchairs, furniture etc.
- Make sure that everyone in your home can easily find the keys for doors and windows – always keep them in the same place

General Fire Safety

- Nearly two-thirds of all domestic fires start because of something to do with cooking
- Keep electrical leads from trailing over or going near the cooker
- Don't hang tea-towels or cloths on or over the cooker and don't put oven gloves down on the cooker after you've used them
- Keep the oven, hob and grill clean as a build-up of fat and bits of food can start a fire
- Don't leave pans on the hob when you're not around – take them off the heat if you have to leave the kitchen (even if you think it will only be for a moment, while you answer the door or phone)
- More people die in fires caused by smoking than in fires caused by anything else

If you do have a fire, don't take any risks – get everyone out of your home and call 999.

More advice at www.firekills.gov.uk

Further Information

Tenants Online
Manage your BHA account online
www.broadlandhousing.org

tenantsonline

You can find lots more information online at the following websites:

Home Information Pack (HIP)
www.homeinformationpacks.gov.uk

Home Condition Report (HCR)
www.homeinformationpacks.gov.uk

Energy Performance Certificate (EPC)
www.communities.gov.uk

Energy Saving Trust
www.energysavingtrust.org.uk

UK water companies
www.water.org.uk

WRAP – The Waste and Resource Action Plan
www.wrap.org.uk

Recycle now
www.recyclenow.com

Direct Gov
www.direct.gov.uk/en/Environmentandgreenerliving

GreenChoices
www.greenchoices.org

DEFRA
www.defra.gov.uk/environment

Norwich Head Office
Opening times
Monday to Thursday 8.30am-6pm
Friday 8.30am-5pm

Norwich City Football Club
Jarrold Stand
Carrow Road
Norwich
NR1 1HU
Tel 0303 303 0003
Fax 01603 750222

Dereham Office
Opening times 9am-5pm

7 Aldiss Court
High Street
Dereham
NR19 1TS

Kings Lynn Office
Opening times 9am-5pm

Pleasant Court
Hospital Walk
King's Lynn
Norfolk
PE30 5PR

Lowestoft Office
Opening times 9am-5pm

31 Milton Road East
Lowestoft
Suffolk
NR32 1NU

Customer Services
Lines open 9am-5pm
Monday to Friday

Website www.broadlandhousing.org
Email enquiries@broadlandhousing.org

tenantsonline
www.broadlandhousing.org

Customer Services
0303 303 0003

Emergency out of hours
01732 781974

BROADLAND HOUSING
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Olá
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